

comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 525 customer contacts were received and reported through CICS. Of this number, only 10, or approximately 2% of total contacts were identified as complaints. Of these 10 complaints, 3 were identified as alleged violations of the federal minimum standards. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	2
In Call Replacement	0
Answer Speed (Waiting Time)	0
CA Typing Skills	1

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 -90 days
Transparency							
Confidentiality							
Verbatim	1	1					
In Call Replace							
Answer Speed							
CA Skills			1				

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 10 of this document.

The remaining 7 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. Included was one complaint regarding the billing rate for an international relay call. A majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH.

CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, Virginia began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services with Sprint Relay. The CapTel call center is operated by Ultratec, Incorporated in Madison, Wisconsin. In accordance with FCC standards, CapTel services became 7-1-1 accessible in Virginia for hearing callers on August 1, 2004.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

Receipt of Consumer Comments and Methodology

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Karl.A.Ewan@sprint.com
- Consumer Correspondence

VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up with Sprint.

All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of CapTel Consumer Complaints

A total of 29 complaints were received on the enhanced Voice Carry Over service during the current reporting period, the majority of which were technical in nature. Four of the complaints were considered alleged violations of FCC standards, all related to Typing Speed or Accuracy. This represents a slight improvement over the previous reporting period. The remaining complaints were satisfactorily resolved by CapTel Customer Service Representatives. A breakdown of the FCC reportable complaints follows.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	3
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	1

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim							
In Call Replace							
Answer Speed							
Typing Speed	4						

More information on each of the above reportable complaints is presented in the annual Virginia CapTel Customer Contact Talley that appears near the end of this document.

Internet Relay Fraud

Although internet relay fraud is not considered a reportable item by the FCC for purposes of this Log, the continued misuse of internet-initiated relay calls was the concern most often expressed to VDDHH and VA Relay staff during the past twelve months. Although relay providers contend they have implemented sufficient controls to prevent these calls, from our perspective, the problem persists.

The reputation and effectiveness of all state relay programs continues to be damaged by the presence of fraudulent internet-initiated relay calls. A single associated article or comment in the media, such as the NBC reports late last year, can negate months of positive education and outreach efforts by a state program.

While we applaud the FCC's recent efforts to reduce this problem, including its May 4, 2007 Public Notice, we do not believe it to be enough. Additional outreach and educational efforts are indicated to dispel the business community's perception that every relay call they receive is suspect.

Carrier of Choice - Billing of VoIP Relay Calls

An emerging concern related to Carrier of Choice for relay users is the growing popularity of internet-based long distance providers. In many cases, these new providers offer low or no cost long distance services to their customers, including relay users. Unfortunately, billing agreements are not currently established with these new companies and relay providers may not be able to readily process an associated long distance call. As a result, relay callers with VoIP telecom service are finding that their selected long distance company cannot be used to bill a toll call. In order to complete the call, the relay caller is required to identify an alternate provider or accept the billing rate of the relay provider. In either case, the relay caller is subject to a separate monthly bill for a service that may be at no cost under their existing or primary long distance plan.

As a result of the FCC's recent decision to extend the accessibility and usability requirements of Section 255 of the Communications Act to VoIP service providers, including contribution into the Interstate Telecommunications Relay Services (TRS) Fund and connection to relay service users via 711, we hope that VoIP providers and their employees will become more aware of relay services in general. We encourage the FCC to consider reminding VoIP providers of the importance of establishing billing agreements with traditional relay providers. We will continue to monitor this issue closely during the 2007-2008 reporting period.

Proliferation of Personal Numbers for IP Relay Users

Recently, selected internet relay providers began offering the option of personal relay numbers for their customers. These personal numbers are a creative use of telecomm and internet-based relay features for the internet relay user to automatically receive their relay calls. Most of the personal numbers are automatically routed to text pagers, providing receipt of internet relay calls regardless of location. Unfortunately, the use of this new service by a portion of the general public is causing an unintended effect on traditional relay centers.

In the past few weeks, we have received numerous reports of individuals dialing 7-1-1 prior to entry of the personal toll free number of the text user they are calling. This incorrect procedure is resulting in the connection of two separate relay operators (one in a relay center, the other in an internet relay center) to complete a single relay call. In many cases, this use of two relay operators is not discovered by the traditional relay operator until the conclusion of the call. This situation results in the billing of double the relay minutes, costs shared by both the state and the TRS fund depending upon if the call is intrastate or interstate in nature. It is believed this problem can be contributed to the lack of consistency in the identification of the internet relay company or the operator number when a call is received from a hearing party, in this case a traditional relay operator.

VA Relay

Annual Consumer Complaints Summary **& Summary of All Consumer Feedback**

June 1, 2006 – May 31, 2007

June 2006

Voice June 8, 2006

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 12, 2006

FCC: N/A

TTY June 13, 2006

The customer complained the CA did not type clearly.

Category: Typing Skill/Speed

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 14, 2006

FCC: Typing Issue

July 2006

TTY July 4, 2006

The customer complained the CA did not help with his/her request.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 4, 2006

FCC: N/A

Voice July 17, 2006

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 21, 2006

FCC: N/A

August 2006

TTY August 27, 2006

The customer complained that during the call the CA did not respond and the call disconnected.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the information had been forwarded to the technical team for review.

Contact Closed: August 28, 2006

FCC: N/A

September 2006

No complaints received.

October 2006

No complaints received.

November 2006

TTY November 30, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 30, 2006

FCC: Verbatim

December 2006

No complaints received.

January 2007

TTY January 30, 2007

The customer complained that he/she could not bill an International call to his/her preferred carrier of choice.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer that his/her information would

be referred to the appropriate department for review.

Contact Closed: January 30, 2007

FCC: N/A

February 2007

No complaints received.

March 2007

No complaints received.

April 2007

TTY April 9, 2007

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 10, 2007

FCC: Verbatim

May 2007

TTY May 2, 2007

The customer complained the CA did not follow proper procedures during an HCO call.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 2, 2007

FCC: N/A

Voice May 14, 2007

The customer complained the noise level within the center was too loud.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer that Management would follow up accordingly.

Contact Closed: May 14, 2007

FCC: N/A

Summary of All VA Relay User Feedback

June 1, 2006 – May 31, 2007

I. Commendations	Voice	TTY	Total
CA/OPR Related	53	68	121
Relay/OSD Related	4	4	8
Other			
Total Commendations	57	72	129
II. Complaints	Voice	TTY	Total
CA/OPR	2	1	3
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammar			
CA Hung up on me			
Other (CA/OPR)		3	3
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)		1	1
Methods Related			
Miscellaneous			
Billing Rate		1	1
Scope of Service			
Other (Misc)	1		1
Total Complaints	3	7	10
III. Inquiries/Comments	Voice	TTY	Total
General Information	75	26	101
Outreach/Marketing	2	1	3
Explain Relay	25	1	26
TTY Distrib/Purchase	39		39
LEC Service	13	4	17
Billing/Rate	18	9	27
Technical Related	9	10	19
Other	97	57	154
Total Inquiries/Comments	278	108	386
Grand Total	338	187	525

Enhanced Voice Carry Over *CapTel* by Ultratec

Annual Consumer Complaints Log

June 1, 2006 – May 31, 2007



Complaint Tracking for VA (06/01/2006-05/31/2007). Total Customer Contacts: 29			
Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/04/07	Accuracy of captions	04/04/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
03/21/07	Accuracy of captions	03/21/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.

03/05/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.			
02/28/07	Disconnect/Reconnect	02/28/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.			
01/23/07	Accuracy of captions	01/23/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.			
01/12/07	Service - General	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.			
01/09/07	Account Login Failure	01/09/07	Unit's account activated. Unit now operational.			
01/08/07	Disconnect/Reconnect	01/08/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.			
01/05/07	Sound Quality - CapTel	01/05/07	Customer reported some callers mentioning this. Test call did not display this incidence. Suggested customer keep a log of problematic calls documenting the date, time and CA ID number, and report them to us for further investigation.			
01/03/07	Disconnect/Reconnect	01/03/07	Shared with VA outreach person information as to why disconnection/reconnection might occur and shared tips on things to check to reduce occurrence while at the customer's home on a visit. Offered ongoing assistance if needed to customer and outreach provider.			
12/12/06	Disconnect/Reconnect	12/14/06	Explained to customer difference between a CapTel telephone and a traditional phone. Explained to customer why disconnection/reconnection might occur and gave tips to reduce occurrence. Advised customer to have local telephone service provider test line.			
12/07/06	Disconnect/Reconnect	12/07/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.			
11/02/06	Agent didn't know the Customer Service phone number or how to transfer there so the agent asked the customer to	12/01/06	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Unable to do any follow up as this agent is no longer employed with relay.			

	phone back to get the number. She should know where to find the number and also how to transfer to customer service.		
11/02/06	Agent left a strange email address on customer's answering machine message and didn't spell it out which made it very hard to understand	11/21/06	Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested. Met with the CA concerning this issue. The date of which this contact was made was a day the CA was neither working nor the day before or the day after). Without more information on this, unable to do any further follow up.
11/17/06	Disconnect/Reconnect during calls	11/17/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
11/17/06	Sound Quality - Static	11/17/06	Provided customer with general suggestions to resolve static sounds.
11/08/06	Disconnect/Reconnect during calls	11/08/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
10/16/06	Disconnect/Reconnect during calls	10/18/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
06/22/06	Disconnect/Reconnect during calls	06/22/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent letter with tips to reduce occurrence.
06/06/06	Captions lag too far behind voice	06/06/06	Apologized for incidence of delayed captions; provided explanation of the nature of captioned calls* defined "normal" 3-4 second delay* and asked customer to provide additional information on unsatisfactory calls for further investigation.

Exhibit H.

Examples of Virginia Relay Outreach Materials

Virginia Relay

Website

Welcome to Virginia Relay


VA RELAY

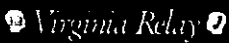
Making telecommunication possible by making it easy, reliable and convenient. To make a Virginia Relay call, just dial 7-1-1.

Introducing Virginia Relay Partner
Benefiting businesses and Relay users alike! [CLICK HERE](#)

[About Us](#) [Features](#) [TAP](#) [News & Links](#) [Contact Us](#) [How to Call](#) [Site Map](#)

Virginia Relay enables people who are deaf, hard of hearing, DeafBlind, or speech disabled to communicate by TTY (text telephone) or another assistive telephone device with anyone who uses a standard phone.





Relay Partner

VA RELAY

[Home](#) [About Us](#) [Features](#) [TAP](#) [Relay Partner](#) [News & Links](#) [Contact Us](#) [How to Call](#) [Site Map](#)

Become a Virginia Relay Partner
[CLICK HERE](#)
for the easy sign-up form.

Already a Virginia Relay Partner?
[CLICK HERE](#)

[CLICK HERE](#)
for the list of Virginia Relay Partners

Virginia Relay Partner: Making the Most of Customer-to-Business Connections

Thank you for learning more about Virginia Relay Partner. All businesses are encouraged to join this new program. It's free. It only takes a minute to sign up. And, it benefits Relay users and businesses alike.

As a business professional, you don't want to pass up any opportunity to gain customers or make a sale. Right now, thousands of Virginians with hearing or speech disabilities use Virginia Relay to make phone calls not only for pleasure, but also for business reasons. And that's where your business comes in.

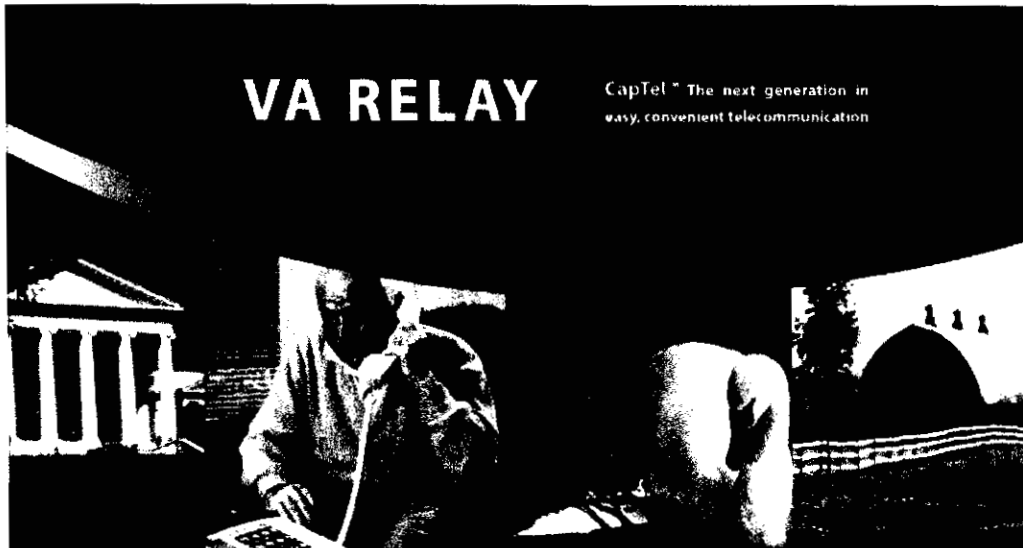
It's easy to learn about Relay calls- Relay Partner is online!

Any business, large or small, that is based in Virginia is eligible to join the free Virginia Relay Partner program. The overall goal of the program is to educate all businesses about Relay calls, reducing or eliminating

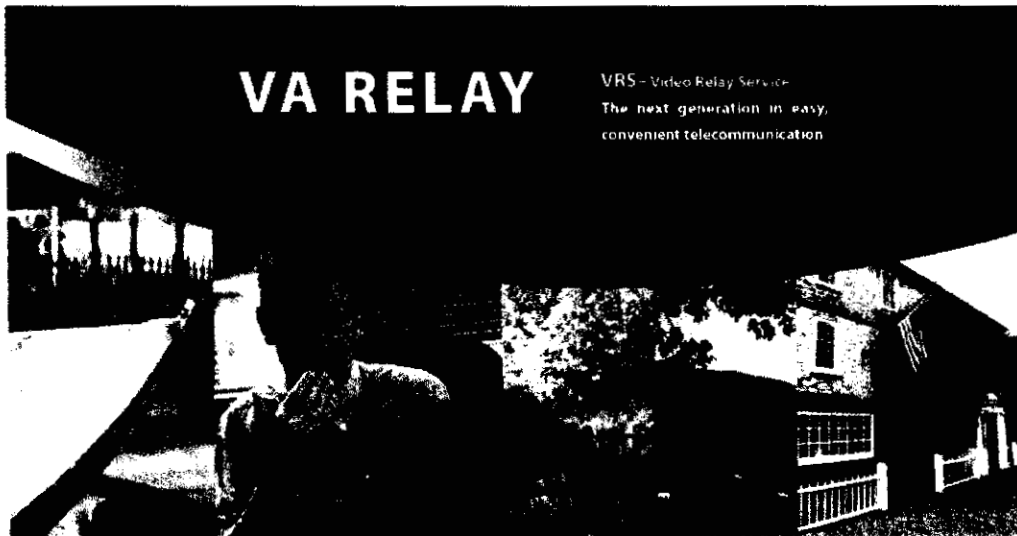
Virginia Relay

Brochures

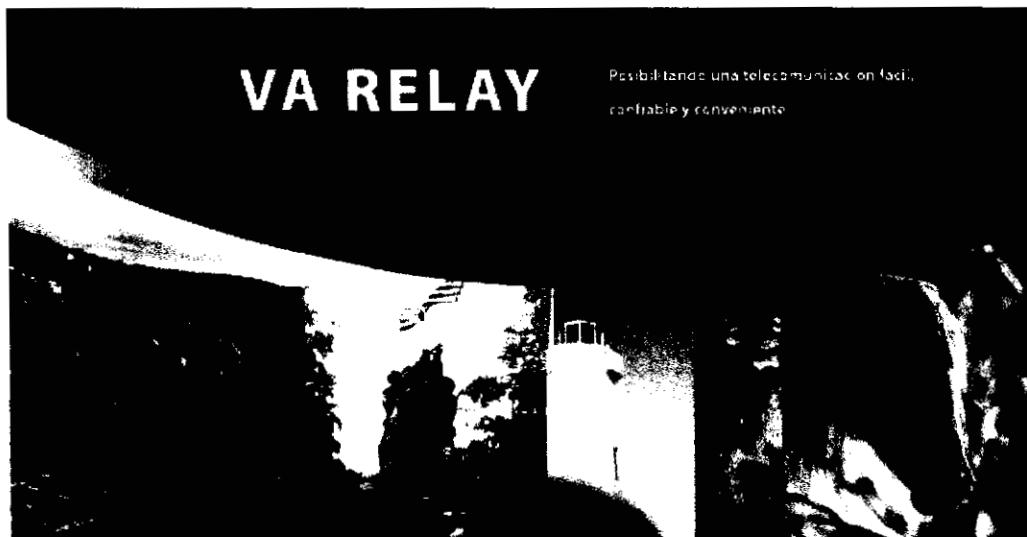
VA RELAY CapTel™ The next generation in easy, convenient telecommunication

A black and white photograph of a man in a light-colored shirt sitting at a desk, looking at a computer monitor. In the background, there is a classical building with columns.

VA RELAY VRS - Video Relay Service
The next generation in easy, convenient telecommunication

A black and white photograph of a man in a dark shirt sitting at a desk, looking at a computer monitor. In the background, there is a house with a porch and a fence.

VA RELAY Posibilitando una telecomunicación fácil, confiable y conveniente

A black and white photograph of a man in a dark shirt sitting at a desk, looking at a computer monitor. In the background, there is a house with a porch and a fence.

Newsletters

THE COMMONWEALTH

[illegible]

Summer/Fall 2007

[illegible]

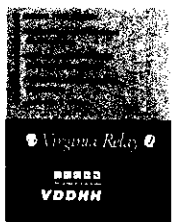
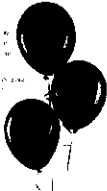
 **at&t**

at&t is a leading provider of information services and solutions. We are currently seeking individuals with the following qualifications:

- Graduate degree in Business Administration or related field
- 3-5 years of experience in a related field
- Strong communication and interpersonal skills
- Ability to work in a fast-paced, team environment

For consideration, please send your resume and cover letter to:

at&t Human Resources
10000 Wilshire Blvd., Suite 1000
Beverly Hills, CA 90210
Tel: 310.271.1000
Fax: 310.271.1001
E-mail: hr@att.net

[illegible]

THE COMMONWEALTH

[illegible]

SPECIAL ISSUE

Fall 2008

1997年11月10日，在“中国—东盟首脑非正式会晤”中，东盟国家领导人一致同意，在东盟与对话伙伴国之间建立“东盟与对话伙伴国非正式首脑会议”机制，以加强东盟与对话伙伴国之间的合作。

[illegible]

CALLER

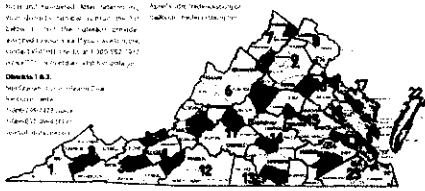
Using the above results, we can show that the following conditions are equivalent:

Spring 2006

Données 1 & 2.

10/02/2018 10:10:10
10/02/2018 10:10:10
10/02/2018 10:10:10
10/02/2018 10:10:10
10/02/2018 10:10:10

District 23:
New Taxation & Development
10000 Jettison Court, Suite 100
155-861-4600 (fax) 155-861-4602 (cell)
155-861-7432 (fax)
www.newtaxanddevelopment.com





Virginia Relay

General PowerPoint

VIRGINIA RELAY



Making telephone
communication easy,
reliable and convenient
for everyone.

 *Virginia Relay* 
DIAL 7-1-1

VDDHH

Virginia Relay

Displays

VA RELAY

Get ready to
get connected.



Ready to connect with others like never before? Virginia Relay is a free public service that connects people who are deaf, hard of hearing, late-deafened, DeafBlind or speech disabled with standard telephone users.

- Anyone can call—just dial 7-1-1
- FREE local calls
- All calls are kept confidential
- Accessible 24 hours a day, 365 days a year
- Special calling features for people with hearing or speech loss

 **Virginia Relay** 
DIAL 7-1-1

To make a Virginia
Relay call, dial 7-1-1.

For more information call
1-800-552-7917 (voice/TTY)
www.varelay.org

VA RELAY PARTNER

A partnership you
can't afford to pass up.



**Introducing Virginia Relay
Partner—a FREE program
to connect businesses
and Relay users.**

Businesses: Increase your customer base

- Any Virginia business large or small is eligible
- FREE online training materials
- Free presentations for your business
Want to learn more, just ask!
- Easy to sign up—visit www.varelay.org or call
1-800-552-7917

 **Virginia Relay** 
Partner

Attention Relay users:

The next time you make a business call,
make it to a relay friendly business!

Visit www.varelay.org for a list of Virginia
Relay Partners.

VA RELAY

Ready to connect with
others like never before?



Virginia Relay is a free public service that connects people who are deaf, hard of hearing, late-deafened, DeafBlind or speech disabled with standard telephone users.

- Anyone can call—just dial 7-1-1
- FREE local calls
- All calls are kept confidential
- Special calling features for people with hearing or speech loss

For more information call
1-800-552-7917 (voice/TTY) • www.VARelay.org

 **Virginia Relay** 
DIAL 7-1-1

**Introducing Virginia Relay Partner—
a FREE program to connect
businesses and Relay users.**

Businesses: Increase your customer base

- FREE online training materials
- Free presentations for your business
Want to learn more, just ask!

Virginia Relay

TAP

The Virginia Department for the Deaf and Hard of Hearing

TECHNOLOGY ASSISTANCE PROGRAM



TAP
Technology Assistance Program

000000
Offering Help to Communicate
VDDHH

Sponsored by the Virginia Department for the Deaf and Hard of Hearing (VDDHH), the Technology Assistance Program (TAP) provides free individualized personal telecommunications equipment to qualified people with hearing disabilities, preventing them from using a standard phone.

Your TAP folder

This folder contains all the information you need to apply for telecommunications equipment through TAP. Inside you'll find an official TAP application, application selection guide, space to record important information about your application and contact numbers (we back them). We suggest you put all TAP related materials in this folder and store it in a safe place.

If you have any questions or concerns, please contact VDDHH at 1-800-552-7917 (voice) or TTY.

El Departamento para Personas Sordas y con Disminución de la
Capacidad Auditiva de Virginia

PROGRAMA DE ASISTENCIA TECNOLÓGICA (TAP)



TAP
Technology Assistance Program

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Offering Help to Communicate
VDDHH

El Programa de Asistencia para Tecnología (TAP), patrocinado por el Departamento de Virginia para Personas Sordas y con Excepciones de la Capacidad Auditiva (VDDHH), le presta equipos de telecomunicaciones gratuitos y a bajo costo a personas con discapacidades de audición para que puedan utilizar su teléfono estándar.

Se entrega TAP


Esta carpeta contiene toda la información que usted necesita para recibir los equipos de telecomunicaciones a través del TAP. En su interior encontrará una solicitud TAP oficial, una guía para la selección del equipo, espacio para tomar nota de información importante sobre su solicitud y los números de contacto con el VDDHH. Le sugerimos que coloque todo el material relacionado con TAP en esta carpeta y la guarde en un lugar seguro.

Si tiene alguna pregunta o inquietud, por favor comuníquese con VDDHH al 1-800-552-7917 (voz) o TTY.

Virginia Relay

Print Advertising

Trouble **HEARING** over the phone?
Virginia Relay can help!



A public service Virginia Relay connects people who are deaf, hard of hearing, DeafBlind or speech disabled and use TTYs, text telephones or another assistive telephone device with people who use standard telephones. The conversation is then relayed between the two parties.

For voice users who speak Spanish, Virginia Relay offers Spanish-to-Spanish Relay. We also provide Spanish-to-English and English-to-Spanish translation, which allows Spanish- and English-speaking Virginia Relay users to call one another by phone. To access these features, dial our three-digit number, 7-1-1.

Virginia Relay is available 24 hours a day, 365 days a year, and by law, every call is kept confidential.


Learn more about using 7-1-1 and Virginia Relay.
Customer Service:
1-800-552-7917
www.varelay.org

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Remember when it was possible
to hear words clearly over the phone?

With Virginia Relay, it's possible
"hear" and now.



If you are having trouble understanding words when you use the phone because they sound fuzzy or garbled or you are not being clearly understood, or if you have a speech disability, Virginia Relay can make using the phone as easy as a child's.

Virginia Relay is a public service that connects people who use standard telephones with people who are hard of hearing, deaf, DeafBlind or speech disabled and use TTYs, text telephones, or another assistive telephone device. The conversation is then relayed between the two parties.

We don't have to remember what it was like to understand words over the phone. We Virginia Relay, it's possible "hear" and now.

Learn more about Virginia Relay.
Contact Customer Service at
1-800-552-7917

IT'S POSSIBLE.

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Virginia Relay

Relay User Advertising

**MAKE CALLS TO PRACTICALLY ANYONE...
ANYTIME, ANYWHERE**



Virginia Relay offers state-of-the-art features that were designed with **YOUR NEEDS AND LIFESTYLE** in mind. Talk with anyone about anything... **ANYTIME, ANYWHERE WITH VIRGINIA RELAY.**

- **Relay Choice Profile** - The Communications Assistant will automatically know your communication preference.
- **TTY** - Dial 7-1-1 in Virginia or 1-800-828-1140 from outside of the state.
- **Voice Users** - Dial 7-1-1 in Virginia or 1-800-828-1140 from outside of the state and follow the prompts.
- **VCO (Voice Carry-Over)** - Dial 7-1-1 in Virginia or 1-800-828-1140 from outside of the state.
- **STS (Speech To Speech)** - Dial 7-1-1 in Virginia or 1-800-828-1140 from outside of the state. Or you can dial our dedicated STS access number: 1-800-221-6784.
- **HCO (Hearing Carry-Over)** - Dial 7-1-1 in Virginia or 1-800-828-1140 from outside of the state.
- **Directory Assistance and Answering Machine Retrieval**
- **900 Pay-Per-Call**
- **ASL Translation**
- **Spanish-To-Spanish and English-To-Spanish Translation** (in-state calls only)

OTHER FEATURES:

- **Internet Relay** - Initiate calls using your computer, Web phone, personal digital assistant (PDA), or any other Internet capable device.
- **VRS (Video Relay Service)** - Use a computer or a television and a video device to connect to the VRS provider of your choice.
- **CapTel** - Read a captioned version of your conversation on the text screen of your CapTel phone and listen to the voice of the person you are calling at the same time.
- **VRTM (Virginia Relay Text Messaging)** - Use your pager device at 800-VRTMitemsatt.com.



For more information, visit www.VARelay.org
Virginia Relay Customer Service: 1-800-552-7917



IT'S POSSIBLE to communicate by phone in a way you may have never thought was possible before.
WITH VIRGINIA RELAY, it's possible.

Whether you're a business person, family member, friend, or just someone who uses the telephone—did you know it's possible to communicate by phone with people who have hearing or speech disabilities? With Virginia Relay, it's possible.

Virginia Relay is a public service that connects people who use standard telephones with people who are deaf, hard of hearing, DeafBlind or speech disabled and use TTYs (text telephones), or another assistive telephone device. The conversation is then relayed between the two parties.

Anyone may initiate a call through Virginia Relay simply by dialing our three-digit number, 7-1-1. Virginia Relay is available 24 hours a day, 365 days per year, and by law, every call is handled with the strictest confidentiality.

Virginia Relay makes a world of possibilities accessible by phone. For your business and family. And just as importantly, for you. With Virginia Relay, it's possible.

Learn more about using 7-1-1 and Virginia Relay. Visit www.varelay.org or contact Customer Service at 1-800-552-7917.



IT'S POSSIBLE

Virginia Relay

Sponsorships

Virginia Relay is proud to support
Northern Virginia Sign Language Club's
SILENT WEEKEND 2006.

Enjoy Camp Happyland, enjoy the fun,
enjoy your neighbors, families and friends!



 **Virginia Relay**
DIAL 7-1-1

To use Virginia Relay, dial 7-1-1.
For more information about Virginia Relay,
visit www.VARelay.org

Virginia Relay is proud to support the
2007 VAD Conference.

Making telecommunication easy, reliable and convenient for ALL Virginians.

To learn more about Virginia Relay,
please visit www.VARelay.org
or call 1-800-552-7911. TTY: 1-800-552-7911.
E-mail: info@vdrb.org


Virginia Relay welcomes your input.

If you would like to comment about
Virginia Relay, call to feature in a
column in the monthly newsletter, contact Virginia
Relay Customer Care at 855-246-7300,
TTY: 1-800-552-7911, or this e-mail.

Virginia Relay AT&T Account Manager:

Matthew M. ...
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Matthew M. ...
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Matthew M. ...
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DIAL 7-1-1

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Statewide Interagency Team

Serving Virginians who are Deaf, Hard of Hearing, Late Deafened and DeafBlind

The Statewide Interagency Team (SIT) thanks the Virginia Association of the Deaf (VAD) for its efforts to advocate services for Virginians who are Deaf, Hard of Hearing, Late Deafened and DeafBlind. We are proud to support communications accessibility for the 2007 VAD Conference.

Visit our conference exhibit table. AND COMING SOON! The new SIT Web site.



www.vdbvi.org



www.vadrs.org



www.valleycsb.org



www.vddhh.org

**Attention RID Members:
Join VDDHH's Directory of
Qualified Interpreters at no cost!**



The Virginia Department for the Deaf and Hard of Hearing (VDDHH) supports RID and the many services its members provide. If you have not already, we urge you to join our Directory of Qualified Interpreters at no cost. To do so, simply e-mail the following information to info@vddhh.virginia.gov (please indicate in your e-mail if you wish to receive information on contracting with the Commonwealth of Virginia as an interpreter):

- Name
- Address
- Phone number
- E-mail address
- National Certification or State Screening Level

 **Virginia Relay**
DIAL 7-1-1

To learn more about Virginia Relay,
please visit www.VARelay.org.
Or, call 1-800-552-7911. TTY: 1-800-552-7911.
E-mail: info@vdrb.org